

ORIGINAL

COMMISSIONERS  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000143291

Executive Director

ARIZONA CORPORATION COMMISSION

March 6, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -  
Customer Comments

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,  
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 30 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
DOCKETED

MAR 7 2013

DOCKETED BY

*LSM*

RECEIVED  
2013 MAR - 1 A 8:42  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109095

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Christina

Bentz

Account Name:

Christina Bentz

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

Some of homeowners are in fixed income situations!! This increase would have them moving or only paying what they can.

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109095

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Priority: Respond Within Five Days

Opinion      No. 2013 - 109094

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Janet

LaSance

Account Name: Janet LaSance

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR: (

State: AZ      Zip: 85138

is: Cellular

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name: (

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

Also Note: We are retired and on a very fixed income. This would really become a financial burden to us.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed: 3/6/2013**

**Opinion No. 2013 - 109094**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109093

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Adroaldo

Mros

Account Name:      Adroaldo Mros

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

Social Security did not go up this much!!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed: 3/6/2013**

**Opinion No. 2013 - 109093**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109092

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Kathy K.

Smith

Account Name: Kathy K. Smith

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

I am on a fixed income, the increase on water rates and resulting increase in HOA would create an extreme hardship on me.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109092

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109091

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Robert

Grantsynn

Account Name:      Robert Grantsynn

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

With a monopoly you're the only appeal we have.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109091

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109090

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Steve

Frerichs

Account Name: Steve Frerichs

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109089

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Jesse & Tanya**      **Vargas**

Account Name:      Jesse & Tanya Vargas

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      **Global Water-Santa Cruz Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109088

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Stephen E.

Goodson

Account Name:

Stephen E. Goodson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: E-Mail

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ( )

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109087

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: John R.

Rea

Account Name: John R. Rea

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109086

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Jeffrey S.

Presteen

Account Name:      Jeffrey S. Presteen

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109085

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Zubin

Lakdawalla

Account Name:      Zubin Lakdawalla

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109084

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Zubin

Lakdawalla

Account Name:      Zubin Lakdawalla

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109083

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Steven & Patricia

Boyd

Account Name:

Steven & Patricia Boyd

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR: €

State:

AZ

Zip: 85138

is: E-Mail

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

12

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109081

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: William

Rubinsak

Account Name: William Rubinsak

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

14

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109080

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Kathleen

Perla

Account Name:      Kathleen Perla

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109079

Date: 3/5/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Florin

Barbat

Account Name:

Florin Barbat

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013   - 109078

Date: 3/5/2013

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

First:

Last:

Complaint By:      Colin

Downie

Account Name:      Colin Downie

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

17

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013   - 109078

Date: 3/5/2013

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

First:

Last:

Complaint By:      Colin

Downie

Account Name:      colin Downie

Home: (

Street:

Work: (000) 000-0000

City:      Maricopa

CBR: €

State:      AZ      Zip: 85138

is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109077

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Frank

Gross

Account Name: Frank Gross

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

1A

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax: /

Priority: Respond Within Five Days

Opinion

No. 2013 - 109076

Date: 3/5/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

James

Valenzano

Account Name:

James Valenzano

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone: /

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109075

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Parker

Graham

Account Name:      Parker Graham

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109074

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: John

Stevenson

Account Name: John Stevenson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: :

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109073

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Edward R. Stotlar**

Account Name:      Edward R. Stotlar

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company:      **Global Water-Santa Cruz Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

23

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109072

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Brooke**

**Olson**

Account Name:      Brooke Olson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company:      **Global Water-Santa Cruz Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion      No. 2013 - 109071

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Barry & Violet      Huth

Account Name:      Barry & Violet Huth

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

25

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109070

Date: 3/5/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kevin

Varnau

Account Name:

Kevin Varnau

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

gl



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109069

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Jim

Salwei

Account Name:

Jim Salwei

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

2

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109068

Date: 3/5/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Dean

Wyse

Account Name:

Dean Wyse

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

28

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109067

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Bruce & Charlene**      **Welsh**

Account Name:      Bruce & Charlene Welsh

Home: (520) 568-6852

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      **Global Water-Santa Cruz Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

JA

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109066

Date: 3/5/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Tom      Last: Downe

Account Name: Tom Downe

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 3/5/2013

Opinion No. 2013 - 109066

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